

## Frequently Asked Questions

**ALL PERMITS ARE DIGITAL AND MONITORED BY LICENSE PLATE READER. NO PHYSICAL PERMIT WILL BE MAILED.**

- **Where can I locate available permits online?**
  - Click [here](#) to view the City's list and description of the available parking permits.
  - You can purchase a permit by clicking [here](#) . *Please note, you must create an account (or sign in) to purchase a permit.*
- **How do I create an online permit account to purchase a permit?**
  - From the [Parking Permits](#) page click "sign-up."
  - Enter either a valid email address or phone number.
  - A 3-digit verification code will be sent to you (via email, text or call). Please enter it to validate your account.
  - Create a 4-Digit PIN (equivalent to a password)
  - Please make note of your login information – you will not be able to access your account without it
- **Why am I being prompted to enter a "Link Code" when I log in to my account?**
  - Please confirm you are logging in with the correct user ID. In order to access your existing account, you **MUST** log in using the same method (phone or email) that was used when creating your account.
  - You **must** also request the verification code be sent to the phone number or e-mail associated with your account.
  - If you initially entered the incorrect information, and it is now auto-populated in the log-in screen, click the blue "[change account](#)" button.
- **Can I purchase a permit without using a credit card?**
  - No, the City of Rye requires all permits to be purchased through [ryenypermits.rmcpay.com](https://ryenypermits.rmcpay.com), which only accepts credit or debit card payments.

## Current Permit Holder Info

- **Can I have multiple vehicles on the same permit?**
  - Yes, you can add up to five vehicles on one permit. However, you are only permitted to park one vehicle at a time, and **must** be designated as the "active vehicle."
  - The vehicle that is marked as "active" on your account will be the only license plate that enforcement will recognize as valid.
  - Please make sure that the vehicle you are planning to park is correctly marked as "active" to avoid receiving a citation.
- **How do I ensure that the correct vehicle is the "active vehicle" to avoid receiving a citation?**
  - Log in to your online account [here](#)
  - Select the **View/Add Permits** tab at the top of the page.
  - If you have more than one vehicle associated with your permit, the active one will appear in bold.
  - You can update which vehicle is marked "Active" by clicking the **Manage Permit** button and then selecting **Make Active** next to the correct license plate.

- **How do I add or remove vehicles on my permit?**
  - Log in to your online account [here](#)
  - Select the **View/Add Permits** tab at the top of the page. Click **Add/Remove Vehicle** button on your permit. Then click **Apply**.
  - **Adding a vehicle:** Click the **Add a Vehicle** button at the top. You will be asked for your vehicle registration information.
  - **Removing a vehicle:** Click the **Remove** button next to the vehicle you no longer wish to have associated with your permit.
  - Click [here](#) to view a tutorial
  
- **What do I do if I have a loaner vehicle?**
  - Log in to your online account [here](#)
  - Select the **View/Add Permits** tab at the top of the page. Click **Add/Remove Vehicle** button on your permit. Then click **Apply**.
  - **Adding a vehicle:** Click the **Add a Vehicle** button at the top. You will be asked for your vehicle registration information.
  - If there is no registration in the glove box, please use the first page of the loaner agreement.
  - Remember to “make active” your regular vehicle once your car is returned.
  - Click [here](#) to view a tutorial

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- **Snow Ordinance Permits**
  - Permits are available on a monthly basis, or for the full season (November 1 – March 31)
  - You will need:
    - proof of residency (utility bill)
    - driver's license
    - car registration
  - If you purchase the permit on your smart phone, you can take a photo of your documents during the upload document process. If you are using a computer, you will need to have the documents available on your computer to upload.
  - This permit can be extended. You will need to do so before the permit expires.
  
- **Snow Field Permits (Rye High School Lot)**
  - Permits are sold in 6 month increments (January 1 - June 30 and July 1 - December 31).
  - You will need:
    - proof of residency (utility bill)
    - driver's license
    - car registration
  - If you purchase the permit on your smart phone, you can take a photo of your documents during the upload document process. If you are using a computer, you will need to have the documents available on your computer to upload.
  - This permit can be extended. You will need to do so before the permit expires.
  - Please click [here](#) to view parking regulations
  
- **All Day/All Night and All Night Permits**
  - **All Day/ All Night Permit:** For those who do not have a driveway, you can purchase an All Day/ All Night Permit which allows you to park in the merchant/municipal parking lots for an unlimited amount of time.
  - **All Night Permit:** For those who do not have a driveway, you can purchase an All Night Permit which allows you to park in the merchant/municipal lots from 7pm-7am Monday - Friday and all weekend without paying the meter fee.
  - **These permits are limited to one permit per address.**

- You will need:
  - proof of residency (utility bill)
  - driver's license
  - car registration
- If you purchase the permit on your smart phone, you can take a photo of your documents during the document upload process. If you are using a computer, you will need to have the documents available on your computer to upload.
- This permit cannot be extended or renewed. Once it is approaching the expiration date, you must purchase a new permit and upload your documents.

- **Merchant Permits**

- **Merchant Permits** will be available for purchase on a monthly, six month (Jan - June and Jul - Dec), or annual basis (Jan – Dec).
- You will need:
  - proof of employment (letter from employer on letterhead – a business card does NOT suffice)
  - driver's license
  - car registration
- If you purchase the permit on your smart phone, you can take a photo of your documents during the document upload process. If you are using a computer, you will need to have the documents available on your computer to upload.
- This permit can be extended. You will need to do so before the permit expires.
- Please click [here](#) to view parking restrictions

- **Commuter Parking Waitlist**

- **MTA/Highland Cedar Commuter Permits:** you must join the waitlist in order to purchase a permit
- Please visit the [Rye Permits Portal](#) to purchase a spot on the waitlist
- There is a \$100, one-time fee to join the waitlist. Please disregard the “permit cycle” which states it is valid until 12/31/20, as it does not apply to the waitlist.

*\*Please note the Highland Cedar lots are resident-only commuter lots.*

- **Current Waitlisters**

- To find out what your current placement is on the waitlist, please call (914) 967- 7371

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